

WHAT IS CLAIMED IS:

1. A computer-implemented method for obtaining information contained in multiple knowledge bases, the method comprising:

receiving a request for information from an application system;
using the request to create a first search query;
5 using the first search query to obtain a first search result that includes information contained in a first knowledge base;
using the first search result to automatically create a second search query; and
using the second search query to obtain a second search result that includes information contained in a second knowledge base.

10 2. The computer-implemented method of claim 1, wherein the method further comprises sending the first and second search results back to the application system.

15 3. The computer-implemented method of claim 2, wherein the method further comprises processing the first and second search results.

4. The computer-implemented method of claim 3, wherein processing the first and second search results includes:
using the first search result to obtain additional information from the first knowledge
20 base; and
sending the additional information obtained from the first knowledge base back to the application system.

25 5. The computer-implemented method of claim 3, wherein processing the first and second search results includes filtering the first and second search results according to a set of predefined filtering rules.

30 6. The computer-implemented method of claim 3, wherein processing the first and second search results includes classifying the first and second search results according to a set of predefined classification rules.

7. The computer-implemented method of claim 1, wherein using the first search result to automatically create a second search query includes using the first search result along with a set of predefined search rules to automatically create the second search query.

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8. The computer-implemented method of claim 1, wherein using the first search result to automatically create a second search query includes:

extracting information from the first search result; and

including the extracted information within the second search query.

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9. The computer-implemented method of claim 1, wherein:

using the first search query to obtain a first search result includes obtaining the first search result directly from the first knowledge base; and

using the second search query to obtain a second search result includes obtaining the second search result directly from the second knowledge base.

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10. The computer-implemented method of claim 1, wherein:

using the first search query to obtain a first search result includes obtaining the first search result from a first search engine; and

using the second search query to obtain a second search result includes obtaining the second search result from a second search engine.

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11. The computer-implemented method of claim 1, wherein the application system includes a call-center application.

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12. A computer system for obtaining information contained in multiple knowledge bases, the computer system being programmed to:

receive a request for information from an application system;

use the request to create a first search query;

use the first search query to obtain a first search result that includes information contained in a first knowledge base;

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use the first search result to automatically create a second search query; and
use the second search query to obtain a second search result that includes information
contained in a second knowledge base.

- 5 13. A computer-readable medium having computer-executable instructions contained
therein for performing a method, the method comprising:
 receiving a request for information from an application system;
 using the request to create a first search query;
 using the first search query to obtain a first search result that includes information
10 contained in a first knowledge base;
 using the first search result to automatically create a second search query; and
 using the second search query to obtain a second search result that includes
information contained in a second knowledge base.